



# COM-SUR™

the missing piece of CCTV

COM-SUR™ EMPOWERS PEOPLE TO ACHIEVE  
OPTIMAL OUTCOMES FROM SURVEILLANCE VIDEO,  
LEADING TO A SAFER WORLD.

## **CCTV VIDEO FOOTAGE AUDITING AND INVESTIGATION COURSE - OVERVIEW**

It is a well-accepted fact that CCTV surveillance is now a part of the overall security apparatus across the world. With the proliferation of surveillance videos from diverse sources such as CCTV, drones/UAVs, body-worn cameras, mobile phones, etc., there is a deluge of this medium of 'information'. As per a 2020 report by Motorola, by the year 2025, there will be around 45 billion cameras on the face of this earth, which equates to roughly six cameras for every single human on the planet. However, despite this deluge of information, crime, fraud, losses, process violations, traffic violations, wastage etc. continue to take place, clearly indicating that CCTV cameras by themselves are not enough, and that some fundamental changes need to be made in terms of 'how' surveillance video needs to be used by one and all.

Whether surveillance video is used by commercial/home users, or whether it is used by the police/law enforcement agencies/defence forces/investigators, there is a need for a cost-effective, easy-to-use, and efficient workflow tool to achieve optimal outcomes from CCTV/surveillance video, and to bring about the much-needed standardization.

Also, while the current tendency is to veer towards video analytics, artificial intelligence, machine learning and so on, it is a well-accepted fact that such solutions, while being useful:

- (1) Cannot discover every kind of exception.
- (2) Come with many challenges.
- (3) Come with their own baggage, and are either too expensive, or will never be needed by every user of CCTV.
- (4) Will always need human intervention to take the final call and next steps.

### **'E-Surveillance' or remote video auditing (RVA) services and their challenges**

Several organizations offer the above services, often referred to as 'e-surveillance' or remote video auditing (RVA). However, most of these services do not audit or review an entire day's footage covering multiple cameras. They are normally trigger and/or sample based, thereby increasing the risk of several incidents escaping detection. Also, in all such purely third-party audits, the angle of situational awareness can be questioned to an extent.

There is a need therefore to empower every user of CCTV with a tool to audit his/her own CCTV footage.

### **Investigation**

Investigation can be defined as a systematic, minute, and thorough attempt to learn the facts about an incident; whether criminal or otherwise. In both cases, videos, photos, images, and even social media play a crucial role. With respect to criminal incidents, whether it is a serious incident like a terror attack,

or a petty crime, investigation of the same always involves videos, photos, images, and social media. Because of the diverse sources of these inputs, all expecting the same results, there is a need for a tool to make the activity of investigation more efficient and standardized.

### Solution

Introducing Made in India COM-SUR – the world’s only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software; the ‘missing’ piece of CCTV. While COM-SUR is a must-have tool for every user of CCTV, for the police/law enforcement agencies (lea)/defence forces/investigators, it is an exceptional force multiplier to make their working with videos, photos, and images easy, efficient, and standardized.

It is our firm belief that auditing of CCTV footage as an SOP, smart backup, and standardized reporting must first become an integral part of video surveillance. Everything else can follow.



## **CCTV video footage auditors**

The COM-SUR CCTV video footage auditing and investigation course aims to create a new breed of professionals called 'CCTV video footage auditors'. The course will teach how optimal outcomes, and multiple benefits can be gained from CCTV cameras (visually rich source of information) through the dedicated use of COM-SUR. Again, the dedicated use of COM-SUR will make one a COM-SUR expert!

## **New job and business opportunities**

Since video surveillance will continue to grow, there will be a constant need to analyze the data, in order to gain actionable intelligence. Therefore, this new profession of a CCTV video footage auditor will continue to remain in demand. This course which revolves around COM-SUR (which has no shelf-life and can be compared to a productivity tool like MS Office) would be most useful to retired personnel from the police, law enforcement agencies, defence forces, other retired women and men, young women and men, cadets, and so on.

## **Some key benefits that can accrue from the optimal use of CCTV**

1. Improvement of homeland security, prevention of crime, fraud, and loss, and faster solving of crime.
2. Threat and Hazard risk identification/mitigation, improvement of ops. efficiency, processes, business continuity, root cause analysis, good manufacturing practices, and total quality management efforts.
3. Improvement of employee performance, customer satisfaction and sales.
4. Enhancement of compliance (including compliance of environment, social, and governance issues) and health and safety matters.
6. Huge reduction of data size and inexpensive disaster recovery mechanisms.
7. Ease of investigation, forensics, debriefing, and gaining situational awareness and actionable intelligence efficiently.
8. Standardizing reporting and gaining business intelligence.
9. Taking regular corrective and preventive action for continuous improvement.

## **Scotland Yard - Super Recognizers – Technologies must work for humans**

While there is a tendency to turn towards technologies like facial recognition, artificial intelligence, and video analytics, it may not be out of place to mention that the London Metropolitan Police formed a team of 'Super Recognizers' and put them to work to identify individuals whose faces are captured on CCTV.

It may also not be out of place to mention that when any of these technologies throw up results (including alerts), it is the human that takes the final call, which is what augmented intelligence is all about. COM-SUR makes this activity very easy and efficient, including the analysis of micro-expressions and body language; especially during pandemics like COVID-19, when people across the world will be 'hiding' their faces for a long time to come! Finally, it would not be out of place to mention that irrespective of whatever surveillance/other analytical tools being used for the purpose of investigation, there are several areas where COM-SUR will be useful in acting as a complementary tool.

## **Drone and Body-Worn cameras**

With more and more adoption and usage of drones and body-worn cameras, there is an ever-growing need to ensure that the content generated by these sources is analyzed minutely and managed cost-effectively.

Post the sortie of a drone (or UAV) or post an on-duty recording of footage from a body-worn camera, it is extremely important to analyze the same to ensure that whatever was 'missed' (or simply for a review/debriefing) during live recording is discovered during the analysis; and there is no better tool than COM-SUR to make this happen.

## **Covid-19**

A pandemic that brought the world to a stop; and while this pandemic may either go away, or be controlled, one does not know what will follow next and when. While various bodies have issued multiple guidelines, the million-dollar question is, "how will one be sure that guidelines are being followed all the time?" Also, while masks, social distancing, and temperature measuring are very important, one needs to 'look' beyond them.

## **Solution: Audit CCTV footage as an SOP – It is the new normal!**

In order to ensure continuous compliance, users must audit their own CCTV footage as a standard operating procedure several times a day. Auditing the footage as an SOP will help users to 'discover' non-compliance, as well as several other unknown and hidden issues; thereby allowing them to take quicker corrective and preventive action.

## Course adaptations

1. Fundamental course
2. Foundation course
3. Advanced course
4. Investigation course

## The Fundamental course

The Fundamental adaptation of the CCTV video footage auditing and investigation course, as the name suggests, explains the fundamentals of the missing pieces of CCTV/video surveillance, and sets the tone for the other three higher courses. This course is a pre-requisite to take any of the other higher courses.

The Fundamental course is useful to anyone looking to acquiring new skills to gain jobs of *CCTV video footage auditors*, and business opportunities of *CCTV video footage auditing services*; for example, a facility management services organization can get its staff to take this course and have them eventually be certified as '*CCTV video footage auditors*'. This course is also useful for home users, as well as for anyone else (it is always great to acquire new skills) who wishes to make use of the software for/at any non-commercial use/location.

The course which revolves around the free COM-SUR 'HOME' version will teach you how to:

- a) Audit *hours* of CCTV footage in *minutes*. The more you audit your own CCTV footage, the more you will 'discover', leading to quicker corrective and preventive action; resulting in continuous improvement.
- b) Hugely *reduce* data size and create a very cost-effective *disaster recovery* mechanism.
- c) *Report* incidents/findings in PowerPoint, that are almost automatically created.

## The Foundation course

The Foundation course is useful for both commercial and non-commercial users including business owners, CCTV operators/system integrators, or anyone looking for new skills for jobs of CCTV video footage auditors, and business opportunities of CCTV video footage auditing services. The course which revolves around the COM-SUR '**BUSINESS**' version aims to teach you how to:

- a) Audit hours of CCTV footage in minutes using multiple playback mechanisms, and other unique features.
- b) Hugely reduce data size and create a very cost-effective disaster recovery mechanism.
- c) Report incidents in a standardized template in PowerPoint (including the relevant video clip)/Word/PDF.
- d) Create 'Contact Sheets', a wonderful way to share photos along with their descriptions using various kinds of templates.

## The Advanced course

The Advanced course is useful for the above group, but one that needs more advanced features, including detailed reporting, as well as gaining business intelligence from the same.

This course revolves around the COM-SUR 'ULTIMA' version (highest version), which besides covering the topics of the Foundation course, concentrates on the several more advanced features that make video content analysis (VCA) extremely easy, efficient, and standardized. The Advanced course is also useful to investigate incidents that need minute analysis of video, photos, and images. While some specific examples are given below, most can overlap, and are relevant for any vertical. For example:

Airports may want to minutely investigate suspicious movements, left baggage, suspicious items discovered through an X-ray machine.
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Banks may want to minutely investigate an incident of theft/fraud.
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Commercial establishments may want to minutely investigate health and safety issues.
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Educational institutions may want to minutely investigate movements of students and school staff.
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Factories may want to minutely investigate production lines and processes.
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E-Commerce companies may want to minutely investigate product handling and shipping.
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Hotels may want to minutely investigate guest complaints.
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Hospitals may want to minutely investigate patient care and staff safety.
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Insurance companies may want to minutely investigate roof conditions or damaged pipes and rigs.
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Restaurants may want to minutely investigate kitchen hygiene.
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Retailers may want to minutely investigate staff and customer interaction.
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Also, issues like wastage of resources, shrinkage, compliance and operational efficiency, risk mitigation, root cause analysis, threat and hazard identification, total quality management, good manufacturing practices etc., all become easier using COM-SUR ULTIMA. The note above on video footage from drones and body-worn cameras would apply to this group as well.

## The Investigation course

The Investigation course is useful for the police, law enforcement agencies, defence forces, investigators, as well as for anyone who needs to investigate incidents that need minute analysis of video, photos, and images from multiple diverse sources.

This course revolves around the COM-SUR 'ULTIMA' version (highest version), which besides covering the topics of the Advanced course, concentrates on advanced features like false colors (forensics), and easier 'joining of the dots' when video is received from multiple diverse sources like CCTV cameras, mobile

phones, drones, body-worn cameras etc. Further, the course concentrates on features that make video content analysis (VCA) extremely easy, efficient, and standardized.

### **Course Software:**

1. The COM-SUR 'HOME' version forms the basis of the **Fundamental** course.
2. The COM-SUR 'BUSINESS' version forms the basis of the **Foundation** course.
3. The COM-SUR 'ULTIMA' version forms the basis of the **Advanced** course.
4. The COM-SUR 'ULTIMA' version, as well as '**RIP-IT**' (a frame extraction software also built by us) form the basis of the **Investigation** course.

### **General Requirements**

Besides successfully completing the Fundamental course, participants should study the COM-SUR website at [www.comsur.biz](http://www.comsur.biz) in detail. There are several items available for download that explain the various facets of COM-SUR. Participants should study all those items that are relevant to them.

Participants are also required to study the following two videos:

**WHY** we built COM-SUR – The **OVERVIEW**

[https://www.youtube.com/watch?v=JBUiRDv5Tnk&feature=emb\\_logo](https://www.youtube.com/watch?v=JBUiRDv5Tnk&feature=emb_logo)

**HOW** does COM-SUR do what it does – The **WORKING**

[https://www.youtube.com/watch?time\\_continue=1&v=GyTrfQpwLUA&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=1&v=GyTrfQpwLUA&feature=emb_logo)

Participants should possess basic knowledge of computers, MS Office, CCTV/other surveillance cameras, video management systems, and media players.

### **Course Take-Aways**

- An 'Achievement Certificate' (mentioning the relevant course) will be issued by the appropriate university/body on full payment of the applicable fees, as well as upon taking an examination.
- \*A **15% discount** for a single relevant COM-SUR license if the payment is made within 15 days from the completion of any of the courses. Participants can request for a full working copy of the relevant COM-SUR version (with all features), which can be used for ten days as a trial. A license key to do so will be issued for a fee that is to be paid in advance.

Please email us at [comsurexpert@comsur.biz](mailto:comsurexpert@comsur.biz) for payment details.

\* Not available to anyone who receives COM-SUR for free/under any other offer.

VALIDATION - THE GURUGRAM SCHOOL INCIDENT - 2017

Post the above sad incident, the following order was passed by the collector of Raipur. This order clearly validates the need for auditing CCTV footage as an SOP, besides reporting, and creating a disaster recovery mechanism.

**THE VALIDATION**

North India (Gurugram) School incident 2017:

Post the above sad incident, seemingly based on our suggestions, the then collector of Raipur passed an order; highlights of which are:

- 1 School principals and head masters should audit CCTV footage on a daily basis, and monitor the movements of children, school staff, and peons.
- 2 Schools should audit CCTV video multiple times a day, to ensure that there is no violation of rules or wastage of resources.
- 3 Schools should document the details of monitoring the footage.
- 4 Schools must ensure that CCTV footage is stored well as part of disaster recovery, so that the school has a record in case of theft or damage to cameras.



<https://timesofindia.indiatimes.com/city/raipur/cctv-cameras-monitoring-at-schools-must-collector/articleshow/62293213.cms>

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TIME TO STANDARDIZE THE CCTV SIGNAGE ACROSS A NATION  
WITH A POWERFUL NEW MESSAGE



## NATIONAL SERVICE - COM-SUR ULTIMA VERSION SOFTWARE IS FREE OF COST

As part of our **national service**, we are offering COM-SUR ULTIMA, the **highest** version of COM-SUR, without any cost for the software *per se* to the entire Indian Police, Para Military, and Defence Forces. Administration, consulting, training, and support fees apply.

## SOCIETAL PURPOSE - COM-SUR BUSINESS VERSION SOFTWARE IS FREE OF COST

As part of our **societal purpose**, we are offering the COM-SUR BUSINESS version *per se*, without any cost for the software to:

1. *All places of Worship across the world (vulnerable target for terror attacks and other incidents).*
2. *All non-affording Schools across the world (vulnerable age group from various kinds of abuse).*
3. *All Zoos across the world (vulnerable to poor treatment and trafficking).*

While the software *per se* will be provided for free, administration, consulting, training, and support fees apply.

## HOME USERS - COM-SUR HOME VERSION SOFTWARE IS FREE OF COST

In order to encourage home and non-commercial users to audit their respective CCTV video footage, the COM-SUR HOME version is available for **free**, as a download from our website [www.comsur.biz](http://www.comsur.biz).

To download, go to DOWNLOAD > FREE HOME VERSION. The download of the set-up files will begin automatically.

Please make sure to read the topics on the Recommended System Requirements, Installation, Computer Settings and Tips. These are part of the detailed COM-SUR HOME version user manual which can be downloaded from here: <https://www.comsur.biz/COM-SUR Home User Manual.pdf>

Finally, it is our firm belief that if every user of CCTV across the world audits his/her own CCTV footage on a daily basis as an SOP, it will not only lead to several benefits for the user, but also for society as a whole. More importantly, once every user carries out this activity, it will mean huge reduction of policing burden through community policing and crowd-sourced surveillance.

**QUESTIONS?** Write to us at [comsurexpert@comsur.biz](mailto:comsurexpert@comsur.biz).

**From the Founder:**

*Dear participant,*

*Thank you for your interest in the COM-SUR CCTV video footage auditing and investigation course.*

*We are confident that post this course, you will be able to use the knowledge to enhance your skills, look for new jobs and business opportunities, and of course, achieve optimal outcomes from CCTV/surveillance video.*

*On behalf of team COM-SUR, I would like to thank you for giving us the opportunity of bringing this course to you.*

*With best wishes,*

*Gautam D. Goradia*

*Founder and CEO*

[www.comsur.biz](http://www.comsur.biz)

